



Scorecard >


1.0 Customer

+ ADD

	Actual	Goal	As of Date
<u>Resident and business voluntary compliance with county codes - Building</u>			
 <u>Percentage of cases closed prior to ticket issuance.</u>	76.15 %	75.00 %	FY06 Q3
 <u>Percentage of Expired Permit cases that were closed prior to ticket issuance.</u>	95.57 %	90.00 %	FY06 Q3














2.0 Financial

+ ADD

	Actual	Goal	As of Date
<u>Meet Budget Targets (Building)</u>			
 <u>Revenue: Total (Building)</u>	\$11,806	\$10,114	FY06 Q3
 <u>Expen: Total (Building)</u>	\$9,922	\$10,114	FY06 Q3

3.0 Internal

+ ADD

	Actual	Goal	As of Date
<u>Timely identification and remediation of nuisances, including unsafe structures - Building</u>			
 <u>Average number of days from complaint received to initial inspection.</u>	13	14	FY06 Q3
 <u>Average unsafe structures cases processing time</u>	251	360	FY06 Q3
 <u>Avg # of days to demolish an Unsafe Structure after the demolition order issued.</u>	66	30	FY06 Q3
<u>Consistent interpretation and application of enforcement practices - Building</u>			
 <u># of Bldg Code Workshops offered to the construction industry & general public.</u>	4	3	FY06 Q3
 <u>% of Commercial Plans reviewed within deadlines established by ordinance.</u>	98.84 %	100.00 %	FY06 Q3
 <u>% of Residential Plans reviewed within deadlines established by ordinance.</u>	100.00 %	100.00 %	FY06 Q3
 <u>Average # of Building inspections carried over to next day.</u>	1.48	0.50	FY06 Q3
 <u>Average # of Electrical inspections carried over to next day.</u>	0.02	0.50	FY06 Q3
 <u>Average # of Mechanical inspections carried over to next day.</u>	0.01	0.50	FY06 Q3
 <u>Average # of Plumbing inspections carried over to next day.</u>	0.11	0.50	FY06 Q3
 <u>Average # of Roofing inspections carried over to next day</u>	43.99	0.50	FY06 Q3
 <u>Percentage of plans rejected (minor alterations, repairs and additions).</u>	22 %	25 %	FY06 Q3
 <u>Percentage of plans rejected (other applications except plan revisions)</u>	54 %	50 %	FY06 Q3

4.0 Learning and Growth

+ ADD

	Actual	Goal	As of Date
<u>Process Streamlining</u>			
<u>(5) Institute a plans advancement system.</u>			
<u>(6) Establish a graduated penalty system.</u>			
<u>(7) Expand "A-Team" to include all departments in electronic review.</u>			
<u>(8) Simplify checklists and migrate to mandatory use.</u>			
<u>Customer Service Enhancements</u>			
<u>(15) Allow easier access to Plan Reviewers</u>			
<u>(18) Develop a "One Stop Shop" information website.</u>			
<u>(21) Make plans available online</u>			

Scorecard Details >

Exception Report

Owners

Monitors

EXPLORE

Scorecard Name:

Building

Salas, Juliana Boza, Monica

Marko, Thomas Fernandez

08/02/2006

Page 1 of 14

Description:

[Danger, Charles](#) [Smith, Terry](#) [Margarita](#)
[Hernandez, Pedro](#)

Parent Scorecards

Child Scorecards



- [ACM Scorecard - Torriente, Susanne](#)
 - [ACM Scorecard - Susanne Torriente \(Land Use & Development\)](#)
-

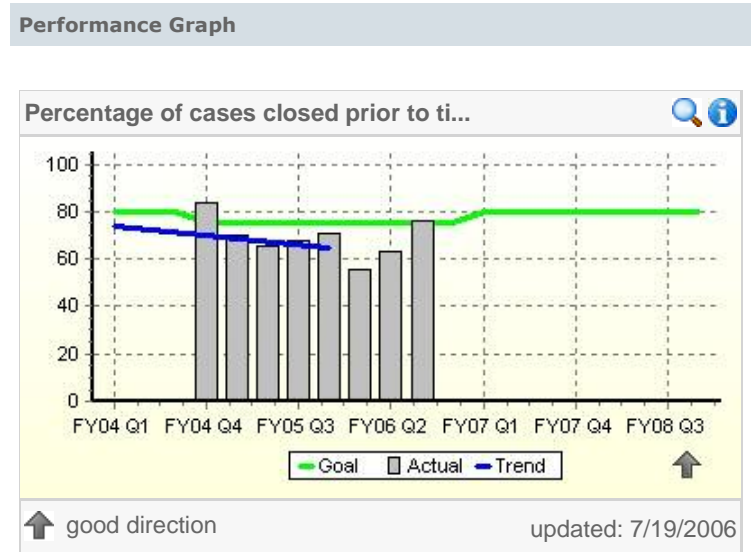
Objective Name	Owner(s)
Resident and business voluntary compliance with county codes - Building	Monica Boza Juliana Salas Terry Smith

Initiatives Linked To Objective	Owner(s)
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GrandParent Objectives
Use consistent, fair and effective means to achieve code compliance

Parent Objectives
(NU4.1) Resident and business voluntary compliance with county codes (priority outcome)

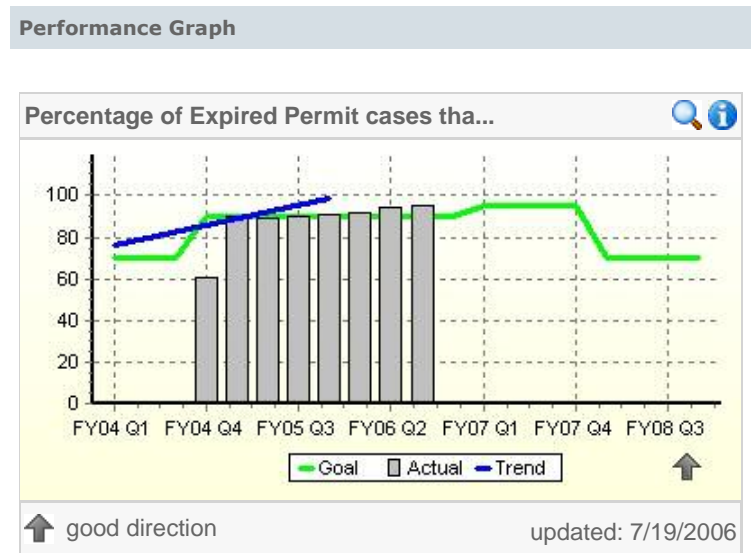
Measures	Owner(s)
Percentage of cases closed prior to ticket issuance.	Monica Boza Juliana Salas Terry Smith
Percentage of "Work without Permit" and "Lack of Maintenance" cases closed prior to ticket issuance.	



Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure		
ACTUAL	GOAL	DATE

Percentage of Expired Permit cases that were closed prior to ticket issuance.	Monica Boza Juliana Salas Terry Smith
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Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure		
ACTUAL	GOAL	DATE

Financial

Objective Name		Owner(s)	
Meet Budget Targets (Building)		Monica Boza Charles Danger Terry Smith	
Initiatives Linked To Objective		Owner(s)	
GrandParent Objectives		Planned necessary resources to meet current and future operating and capital needs (priority outcome)	
Parent Objectives		(ES8.2.1) Meet Budget Targets	
Measures		Owner(s)	
Revenue: Total (Building)		Monica Boza Charles Danger Juliana Salas Terry Smith	
Total revenue in \$1,000s (from FAMIS)			
Performance Graph			
<div>Revenue: Total (Building)</div> <div>↑ good direction updated: 7/19/2006</div>			
Initiatives Linked To Measure		Owner(s)	
Child Measures Linked To Measure			
	ACTUAL	GOAL	DATE
Revenue - Carryover	0	0	FY06 Q2
▲ General Revenues	11,388	7,918	FY06 Q2
Initiatives Linked To Measure		Owner(s)	
Child Measures Linked To Measure			
	ACTUAL	GOAL	DATE
▼ Expen: Personnel (Building)	\$7,407	\$6,752	FY06 Q3
▲ Expen: Other Operating (Building)	\$2,415	\$3,325	FY06 Q3
▼ Expen: Capital (Building)	\$100	\$37	FY06 Q3
Performance Graph			
<div>Expen: Total (Building)</div> <div>↓ good direction updated: 1/27/2006</div>			
Initiatives Linked To Measure		Owner(s)	
Child Measures Linked To Measure			
	ACTUAL	GOAL	DATE
▼ Expen: Personnel (Building)	\$7,407	\$6,752	FY06 Q3
▲ Expen: Other Operating (Building)	\$2,415	\$3,325	FY06 Q3
▼ Expen: Capital (Building)	\$100	\$37	FY06 Q3

Internal

Objective Name	Owner(s)
Timely identification and remediation of nuisances, including unsafe structures - Building	Monica Boza Juliana Salas Terry Smith

Initiatives Linked To Objective	Owner(s)

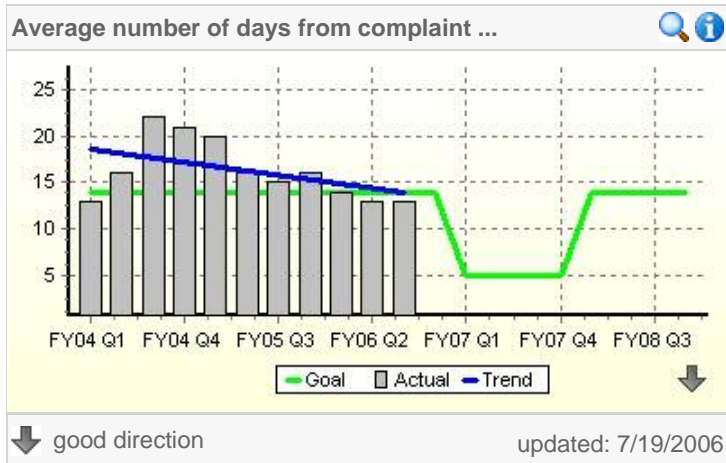
GrandParent Objectives
Use consistent, fair and effective means to achieve code compliance

Parent Objectives
(NU4.2) Timely identification and remediation of nuisances, including unsafe structures (priority outcome)

Measures	Owner(s)
Average number of days from complaint received to initial inspection.	Monica Boza Juliana Salas Terry Smith

Initiatives Linked To Measure	Owner(s)

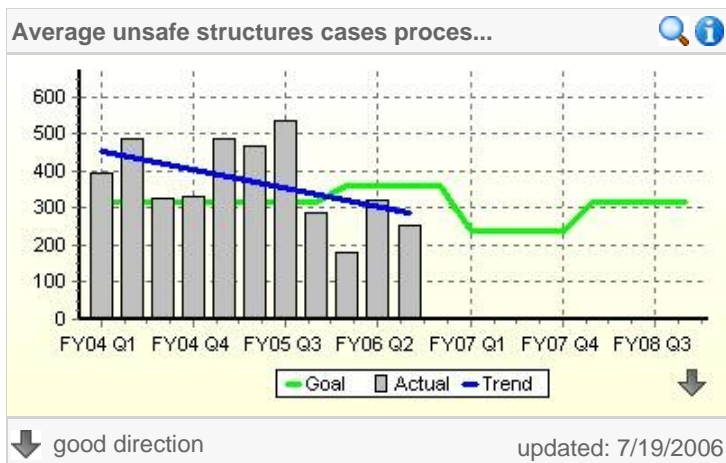
Child Measures Linked To Measure			
	ACTUAL	GOAL	DATE



Average unsafe structures cases processing time	Monica Boza Juliana Salas Terry Smith
Average Processing Time (in days) from Open to Close Date for Unsafe Structure Cases without an Injunction	

Initiatives Linked To Measure	Owner(s)

Child Measures Linked To Measure			
	ACTUAL	GOAL	DATE



Avg # of days to demolish an Unsafe Structure after the demolition order issued.	Monica Boza Juliana Salas Terry Smith
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Initiatives Linked To Measure	Owner(s)

Avg # of days to demolish an Unsafe St...



↓ good direction

updated: 7/21/2006

Child Measures Linked To Measure

ACTUAL	GOAL	DATE
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Objective Name	Owner(s)
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Consistent interpretation and application of enforcement practices - Building

Monica Boza Juliana Salas Terry Smith

Initiatives Linked To Objective	Owner(s)
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GrandParent Objectives

Use consistent, fair and effective means to achieve code compliance

Parent Objectives

(NU4.3) Consistent interpretation and application of enforcement practices

Measures	Owner(s)
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of Bldg Code Workshops offered to the construction industry & general public.

Monica Boza Juliana Salas Terry Smith

Performance Graph



Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure

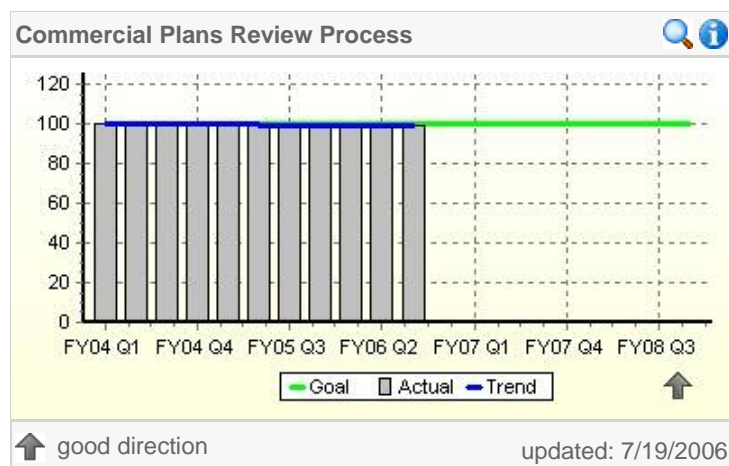
ACTUAL	GOAL	DATE
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% of Commercial Plans reviewed within deadlines established by ordinance.

Monica Boza Juliana Salas Terry Smith

Percentage of commercial plans reviewed in 24 working days or less

Performance Graph



Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure

ACTUAL	GOAL	DATE
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% of Residential Plans reviewed within deadlines established by ordinance.

Monica Boza Juliana Salas Terry Smith

Percentage of residential plans reviewed in 20 working days or less

Performance Graph

Initiatives Linked To Measure

Owner(s)

Residential Plans Review Process



↑ good direction

updated: 7/19/2006

Child Measures Linked To Measure

ACTUAL GOAL DATE

Average # of Building inspections carried over to next day.

Monica Boza Flavio Gomez

Average number of daily inspections carried over by inspector per day.

Performance Graph

Average # of Building inspections carr...



↓ good direction

updated: 7/20/2006

Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

ACTUAL GOAL DATE

Average # of Electrical inspections carried over to next day.

Stuart Bazerman Monica Boza

Average number of daily inspections carried over by inspector per day.

Performance Graph

Average # of Electrical inspections ca...



↓ good direction

updated: 7/20/2006

Initiatives Linked To Measure

Owner(s)

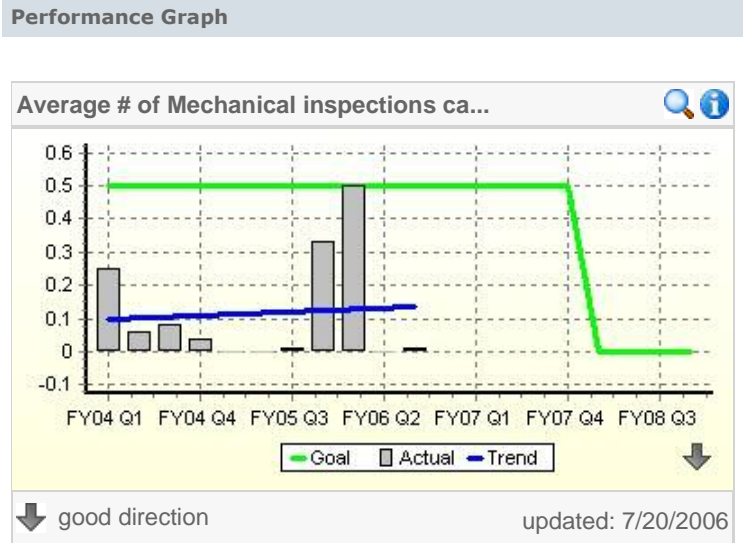
Child Measures Linked To Measure

ACTUAL GOAL DATE

Average # of Mechanical inspections carried over to next day.

Monica Boza Harold Schoendorf

Average number of daily inspections carried over by inspector per day.



Initiatives Linked To Measure Owner(s)

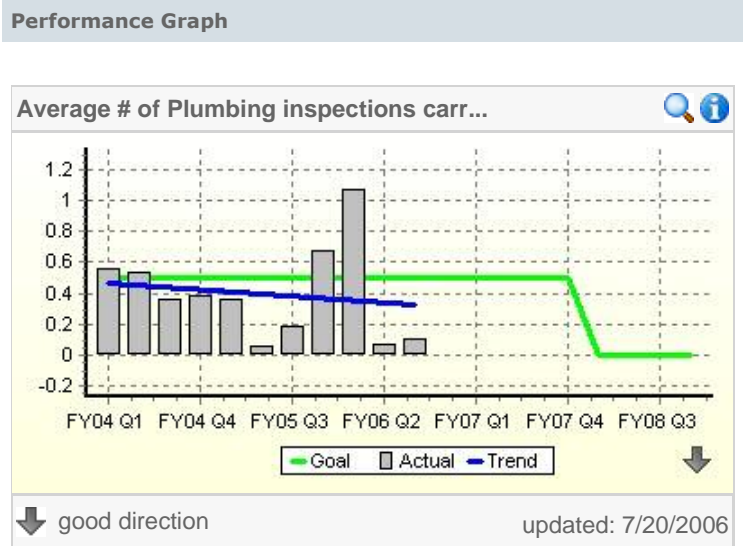
Child Measures Linked To Measure

ACTUAL	GOAL	DATE
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Average # of Plumbing inspections carried over to next day.

Monica Boza Gary Perkins

Average # of daily inspections carried over by inspector per day



Initiatives Linked To Measure Owner(s)

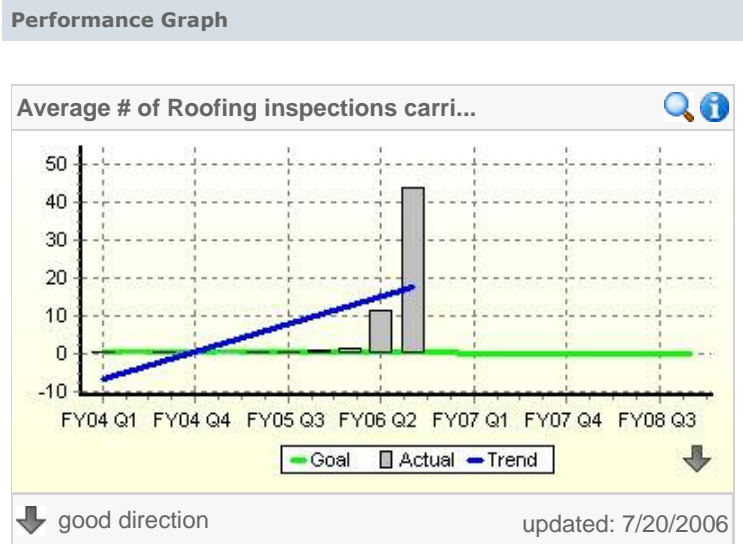
Child Measures Linked To Measure

ACTUAL	GOAL	DATE
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Average # of Roofing inspections carried over to next day

Monica Boza Flavio Gomez

Average # of daily inspections carried over by inspector per day.



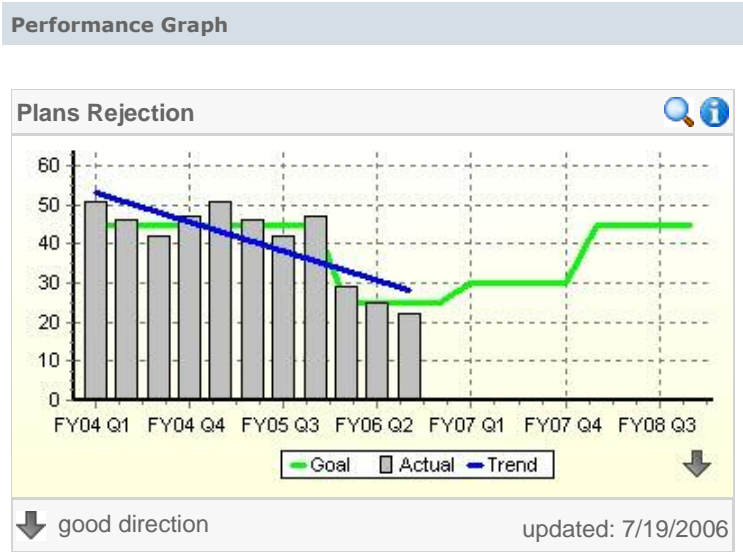
Initiatives Linked To Measure Owner(s)

Child Measures Linked To Measure

ACTUAL	GOAL	DATE
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Percentage of plans rejected (minor alterations, repairs and additions).

Monica Boza Juliana Salas Terry Smith

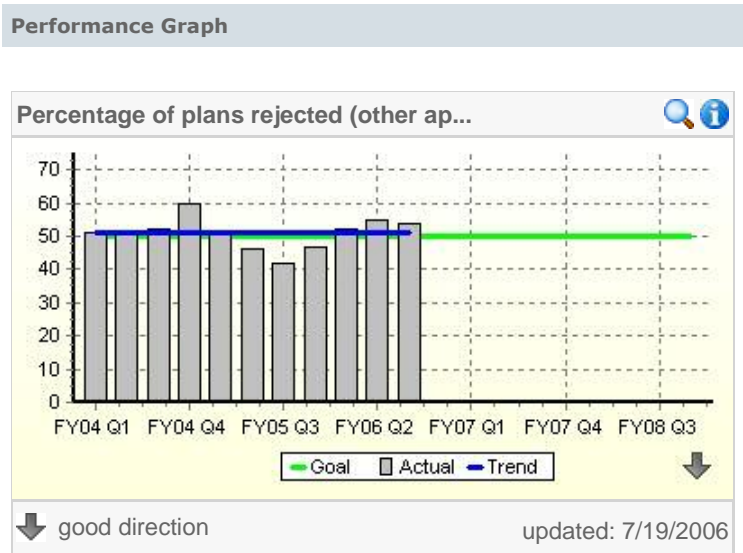


Initiatives Linked To Measure		Owner(s)	
Child Measures Linked To Measure			
	ACTUAL	GOAL	DATE

Percentage of plans rejected (other applications except plan revisions)

Monica Boza

Percentage of plans rejected (all other applications except plan revisions)



Initiatives Linked To Measure		Owner(s)	
Child Measures Linked To Measure			
	ACTUAL	GOAL	DATE

Learning and Growth

Objective Name	Owner(s)
Process Streamlining	Monica Boza Charles Danger Juliana Salas Terry Smith

Initiatives Linked To Objective	Owner(s)	GrandParent Objectives
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Parent Objectives

Measures	Owner(s)
(5) Institute a plans advancement system. Provide the list of "as noted/approval as noted" items to reward good quality plans and reduce unnecessary reworks.	Monica Boza Charles Danger Juliana Salas Terry Smith

Performance Graph

1 - Institue a plans advancement syste...

Click to Edit

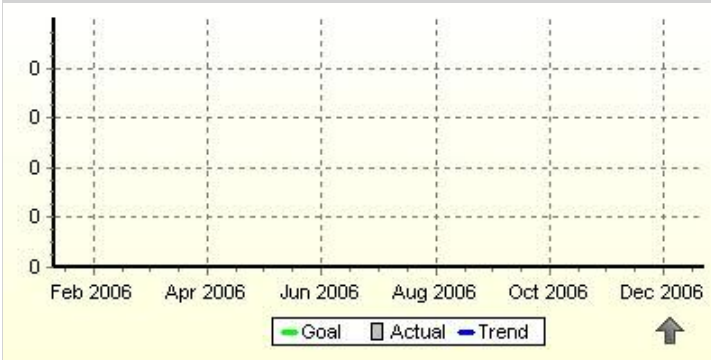
updated: never

Initiatives Linked To Measure	Owner(s)
Child Measures Linked To Measure	
	ACTUAL GOAL DATE

(6) Establish a graduated penalty system. Establishing a graduated penalty system to prevent poor quality plans from clogging the system; after a third (3rd) rejection, plans processing will stop unless a meeting with the design professional takes place.	Monica Boza Charles Danger Juliana Salas Terry Smith
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Performance Graph

(6) Establish a graduated penalty syst...



updated: never

Initiatives Linked To Measure	Owner(s)
Child Measures Linked To Measure	
	ACTUAL GOAL DATE

(7) Expand "A-Team" to include all departments in electronic review. Establish a uniform "A-Team" review policy and criteria for all departments particptaing in "A-Team" 24-hour plan review program.	Monica Boza Charles Danger Juliana Salas Terry Smith
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Performance Graph

(7) Expand "A-Team" to include all de...

Initiatives Linked To Measure	Owner(s)
Child Measures Linked To Measure	
	ACTUAL GOAL DATE



(8) Simplify checklists and migrate to mandatory use. Monica Boza Charles Danger Juliana Salas Terry Smith
 Simplify checklists and migrate from voluntary to mandatory use to improve plan quality.

Performance Graph

Initiatives Linked To Measure **Owner(s)**



Child Measures Linked To Measure

ACTUAL **GOAL** **DATE**

Objective Name	Owner(s)
Customer Service Enhancements	Monica Boza Charles Danger Juliana Salas Terry Smith

Initiatives Linked To Objective	Owner(s)	GrandParent Objectives
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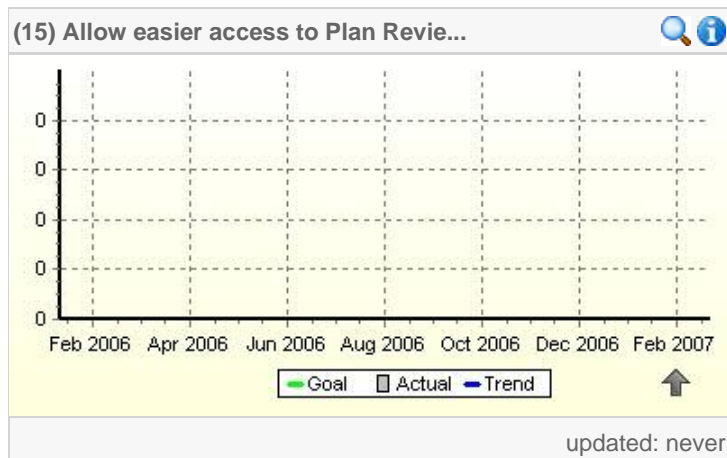
Parent Objectives

Measures	Owner(s)
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(15) Allow easier access to Plan Reviewers Monica Boza Charles Danger Juliana Salas Terry Smith

Allow easier access to Plan Reviewers through better departmental coordination and expansion of workshops; offer State education credits for workshop participation.

Performance Graph	Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure
ACTUAL GOAL DATE

(18) Develop a "One Stop Shop" information website. Monica Boza Charles Danger Juliana Salas Terry Smith

"One Stop Shop" information website will combine all Land Use and Permitting information and functions into one website.

Performance Graph	Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure
ACTUAL GOAL DATE

(21) Make plans available online Monica Boza Charles Danger Juliana Salas Terry Smith

Make plans available online for customers and discontinue microfilming.

Performance Graph	Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure



ACTUAL	GOAL	DATE
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